

DEPARTMENT OF GENERAL SERVICES (DGS)
Telecommunications Division, Office of Network Services (TD-ONS)
November 4, 2003

UTILIZATION OF THE CALNET MASTER SERVICES AGREEMENT - SUMMARY

This information is provided to assist Agency Telecommunications Representatives (ATRs) and other interested parties in understanding how to use the competitively bid CALNET Master Services Agreement (MSA) for Telecommunications Services. (CALNET was formerly abbreviated as CIIN.)

The CALNET MSA can be used by both state and local government agencies, and because it is competitively bid, saves these agencies from the RFP process. Use of CALNET helps meet the state mandate for consolidated network services and reduction of redundant state networks. This approach is intended to provide greater efficiencies for the state, and gain leveraged buying power through larger volumes of use by both state and local government customers. See [Government Code 15275-15279](#); [State Administrative Manual \(SAM\) Chapter 4500](#); and [Management Memo 04-08](#).

See "[About the CALNET Master Contract CNT-001](#)" for forms and information on **how to order** services for both state and local government.

A variety of information is summarized below that should help in deciding how to use the CALNET MSA. Scroll down for the information.

1. Exempt Versus Non-Exempt Agencies; Local Government
2. Mandatory Versus Non-Mandatory Services
3. California Multiple Schedule Awards (CMAS), other Contracts and MSAs
4. Delegations and Exemptions
5. State Law and Policy
6. Contact for Information

1. Exempt Versus Non-Exempt Agencies; Local Government

Non-Exempt: State agencies, departments, boards and commissions under the jurisdiction of the **Executive Branch** of California state government are required to utilize the **CALNET MSA** to purchase **mandatory** services (see #2).

Exempt: State entities such as colleges and universities, agencies/departments headed by constitutional officers or specified agencies exempted by statute are not required to use the CALNET MSA to purchase **mandatory** services, but are highly encouraged to do so because of the consolidated services and leveraged purchasing benefits.

Local government agencies must sign an [Authorization To Order \(ATO\)](#) to use the CALNET MSA for services they select. Agencies with an ATO are required to procure those selected services from the CALNET MSA for the term of the ATO, or be subject to termination liability provisions.

2. Mandatory Versus Non-Mandatory Services

Mandatory services are those services provided under the CALNET MSA as described and listed in [Management Memo 04-08](#). Only **non-exempt** agencies are required to use **mandatory** services, but they may request an **exemption** (see #4).

Some **non-mandatory** services are also available on the CALNET MSA, and are optional to purchase by all users. Current procurement guidelines require state agencies to obtain three price quotes (with CALNET pricing as one of the three quotes) to purchase **non-mandatory** services from the CALNET MSA. See #3 for information on other ways to procure **non-mandatory** services.

Although **mandatory** and **non-mandatory** services designations do not apply to **exempt** state agencies and **local government**, applicable state and local procurement rules should be followed (see #1, the second paragraph in #2, and also #5).

3. California Multiple Award Schedules (CMAS), Other Contracts and MSAs

Non-exempt agencies may use CMAS, existing contracts and MSAs, or new competitively bid contracts to purchase **non-mandatory** services consistent with state procurement policies, guidelines and delegations, or if granted an exemption from the purchase of **mandatory** services by the DGS TD-ONS.

Exempt agencies, and **local government** agencies that do not have an ATO for the specific CALNET services, may purchase telecommunications services via the above methods or use other methods consistent with the appropriate procurement policies, guidelines and delegations.

Be aware that using contracts other than CALNET for telecommunications services may not provide for comparable Service Level Agreements (SLAs); comparable remedies for vendor defaults; or comprehensive system installations. See www.calnetinfo.com for a copy of the CALNET contract language and requirements, including information on contract SLAs ([CALNET Amendment 9](#)).

4. Delegations and Exemptions

Delegations and exemptions apply only to **non-exempt** state agencies.

Delegations: **Non-exempt** state agencies may submit a written request for specific project delegation approval to the DGS TD-ONS. This delegation is separate and distinct from a Procurement delegation. For more information, see the [State Telecommunications Management Manual](#) (STMM) Chapters 0.400, 0.401 and [0.402](#).

Exemptions: Non-exempt agencies whose business needs may not be met by the CALNET MSA **mandatory** services offerings, must prepare and submit an exemption request to the DGS TD-ONS for approval.

An agency's **delegation** or **exemption** request must apply to a specific telecommunications project/acquisition and provide pertinent and specific information to justify the need.

The exemption process is outlined in the [Management Memo 04-08](#), and more information is in [STMM Chapter 0.700](#) (0.700 is being updated to better explain the exemption process, remove obsolete CALDEX references and update vendor names).

5. State Law and Policy

For more information on state telecommunications law and policy, see [Law and Policy Quick Links](#). These links include [Government Code 15275-15279](#); the SAM [Chapter 4500](#); the [Management Memo 04-08](#). For more information, call the number listed in #6 below.

For more information on state procurement rules and delegations, see the DGS Procurement Division website at www.dgs.ca.gov/pd. (Click on CMAS, SMM 03-10, and other listed information).

For Feasibility Study Report (FSR) requirements and related information, see the Department of Finance website at www.dof.ca.gov (Click on "Information for Government Agencies" in the left side navigation bar). Then see Statewide Information Technology, and the State Information Management Manual (SIMM). **At this time, telecommunications and network services are included in the definition of Information Technology.**

6. Contact For Information

For more state telecommunications or CALNET related information, please contact the DGS-TD-ONS at **916-657-9903** or at **1-800-807-6755**, and request to speak to a Customer Account Manager. Also, refer to the ONS homepage at www.dgs.ca.gov/td (click on Network Services).

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